

**NATIONAL QUALITY MONTH
NASA SELECT
THURSDAY, OCTOBER 1, 1992**

- o It's my pleasure to kick-off National Quality Month here at NASA.**
- o You've heard me talk before about doing things Better, Cheaper, and Faster. The sum of those parts is outstanding quality.**
- o Our goal should be to make every month "Quality Month" at NASA.**

- o To continuously improve the quality of our products and services, we must continue to mobilize our commitment to change.**
- o For it is through change and the acquisition of "profound knowledge" that we will see the greatest improvement in quality.**

- o This kind of fundamental change starts with education and training, and your senior management has been busy doing just that.**
- o Senior managers have just completed a very successful CPI Boot Camp session at Reston. And we were very fortunate to have W. Edwards Deming come to NASA for a day to impart his wisdom and insights on us.**

- o The Senior managers will continue their education over the next several months with Covey Leadership Training Sessions coming up in November and December.**
- o As I have said before, don't wait for Senior Management to come to you. The entire NASA Team can get started improving the way we do business at every level.**

o You all should be:

- Identifying your suppliers, customers and their needs, and**
- Identifying, measuring, and monitoring all your key processes and outcomes.**

o Once you've got a quality process going strong, don't stop there! Turn to another process, and work with another team to improve yet another process....

- o It's the little things, the little improvements that will add up and make a difference. We must take note of and celebrate these quality accomplishments, no matter how small.**
- o We all must focus on doing things right, and doing the right things. We learn how to do things better by looking around to see what other people are doing.**

- o We have two TQM Colloquia coming up soon on NASA Select which will showcase some NASA examples, such as Shuttle processing at KSC, and in the Cassini project at JPL, where a focus on continuously improving the way we do things is resulting in high quality work. I encourage everyone to watch and learn from each other.**

- o And directly following my talk this morning, we will be airing on NASA Select the National Quality Forum live from New York, where for the past 8 years, world leaders in quality have come together to talk about where we've come with the quality movement, and where we need to go. I encourage you to stay tuned, to listen and learn....**

- o For you will see that in the new global playing field, quality and continuous improvement will be the key to success.**

- o If all of us on the NASA Team focus our attention on the quality of our process -- and on the way we do business -- NASA will remain the world leader in space.**

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